

Paul Figueroa

PEACE ENFORCEMENT LLC

Presentation to

***Washington State Department of
Personnel***

Training Managers

NOTES about FOCUS

Negative Things I Tend to Focus On:

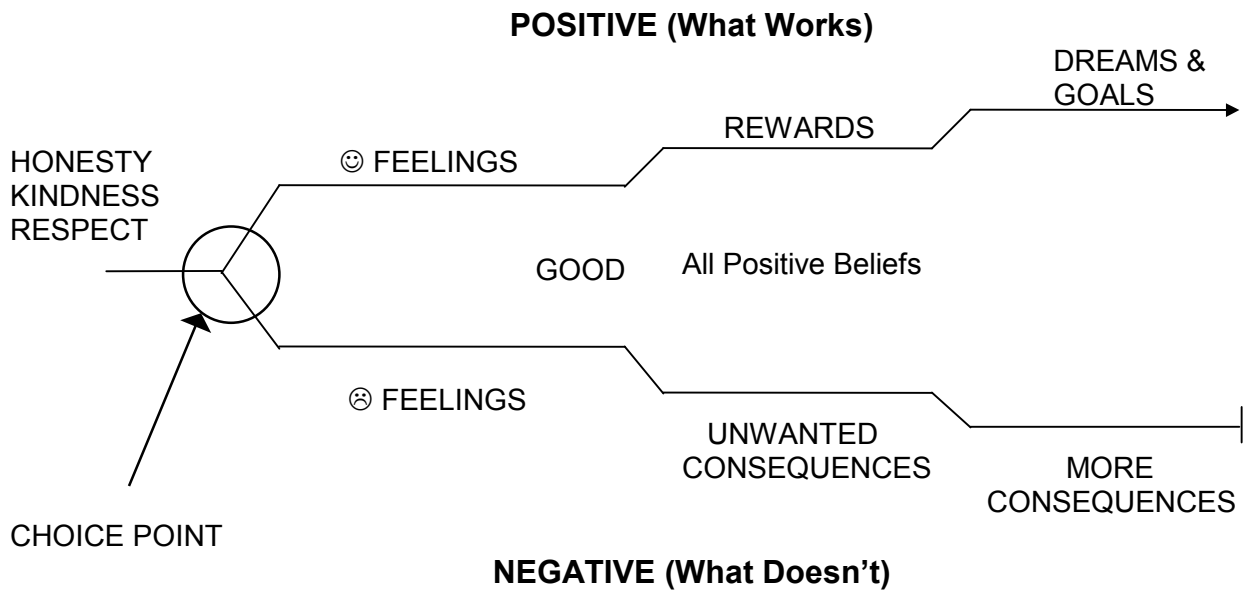
Why do I Tend to Focus on These?

Positive Things TO Focus On:

Why this will be Beneficial?

Choice Point System™

CHOICES → OUTCOMES



The Choice Point System illustrates that for most every decision, there is a moment in time where the decision is made. We call that moment a “Choice Point”.

The Choice Point System shows the people that:

- For every decision there is an Outcome.
- Often these Outcomes are Positive or Negative.
- If they look at the “Choice Point” and decide whether their choice is honest and kind, it will help guide them to a positive outcome.
- Because they have the ability to choose, they are responsible for the results of their decisions.
- Feelings and the outcomes are an indication of whether your making, or have made, a positive or negative choice.
- If they ended up with a negative consequence, at some point *they* made a decision that led them to that outcome.

Positive Beliefs

I am important.

I'm good.

I belong.

I am worthy.

I am good enough.

I'm capable.

I matter.

I am enough.

I'm smart.

Negative Beliefs

I am not important.

I'm bad.

I don't belong.

I am not worthy.

I am not good enough.

I'm not capable.

I don't matter.

I am not enough.

I'm stupid.

Change

How I typically deal with change.

What no longer works for me?

What is the underlying negative belief that is creating this?

What I will do differently.

Beliefs > Thoughts > Behavior

UNDERSTANDING ANGER



Understanding Anger is an illustration of how when we were born, we were given a place to store our Anger.

It also shows people that:

- Anger isn't a bad thing, only energy.
- Everyone makes a Choice with what to do with their Anger, and it's that Choice that ends up with a Positive or Negative outcome.
- If you ignore your Anger, and don't release it in a safe way, it builds up.
- Ignoring your Anger can make it easier for you to later explode or spill old Anger on someone.
- That one small, minor thing, can cause a huge spill if there's a lot of unresolved Anger in our Cauldron.
- We all have a "Responsibility" to take care of and keep track of the level of Anger in our Cauldron.

We also discuss safe ways of releasing and managing Anger so we aren't as likely to dump it on someone.

UNDERSTANDING TRIGGERS

What are three of your Personal Anger Triggers?

1. _____

2. _____

3. _____

What are three ways you can tell you're triggered?

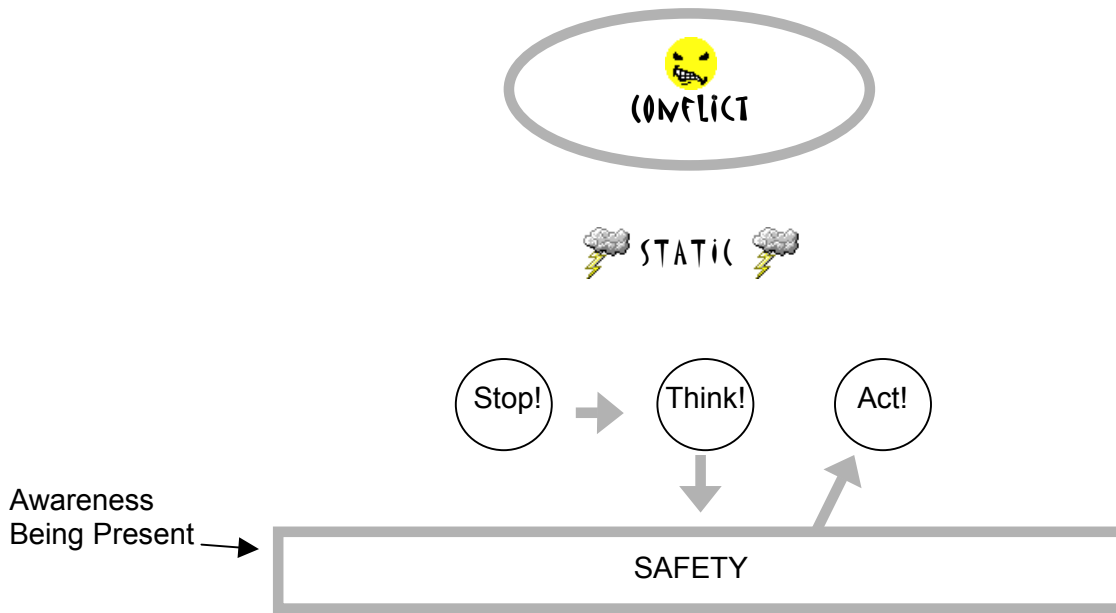
1. _____

2. _____

3. _____

What do you plan to do when you notice being triggered?

CONFLICT RESOLUTION > A MAP™



When you act from a place you know is safe, you'll think clearer and get better results!

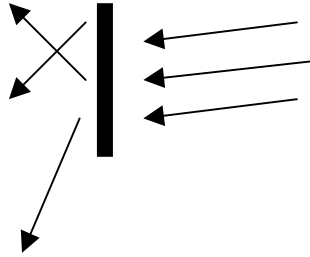
The Conflict Map is an illustration of what conflict really is and what you can do about it. A conflict may be a full yelling argument with another person, a heated disagreement or a fight.

You'll also notice how often you are at "Choice Points" during conflicts and how you can stay out of, problem solve or get out of a conflict.

The Conflict Map also shows:

- Conflict is often just made up of static. The static is what causes conversations that start off at topic "A" to end up at topic "Z". These are those arguments you get in that have nothing to do with the original topic.
- "Static" and conflict are often times superfluous energy with no purpose. It can be unresolved anger or just done for the enjoyment of it. ("I love watching people argue!" or "I love a good argument!")
- When you notice your in a conflict, the first thing to do is to **Stop** your part. Next, **Think** about your safety and the other person's – what's your anger level? Once you've established safety, problem solve and **Act!**
- The most important and underlying foundation is safety.

FILTERS



Think of a person you're having difficulty with. What might YOUR filters be that are distorting what's really going on?

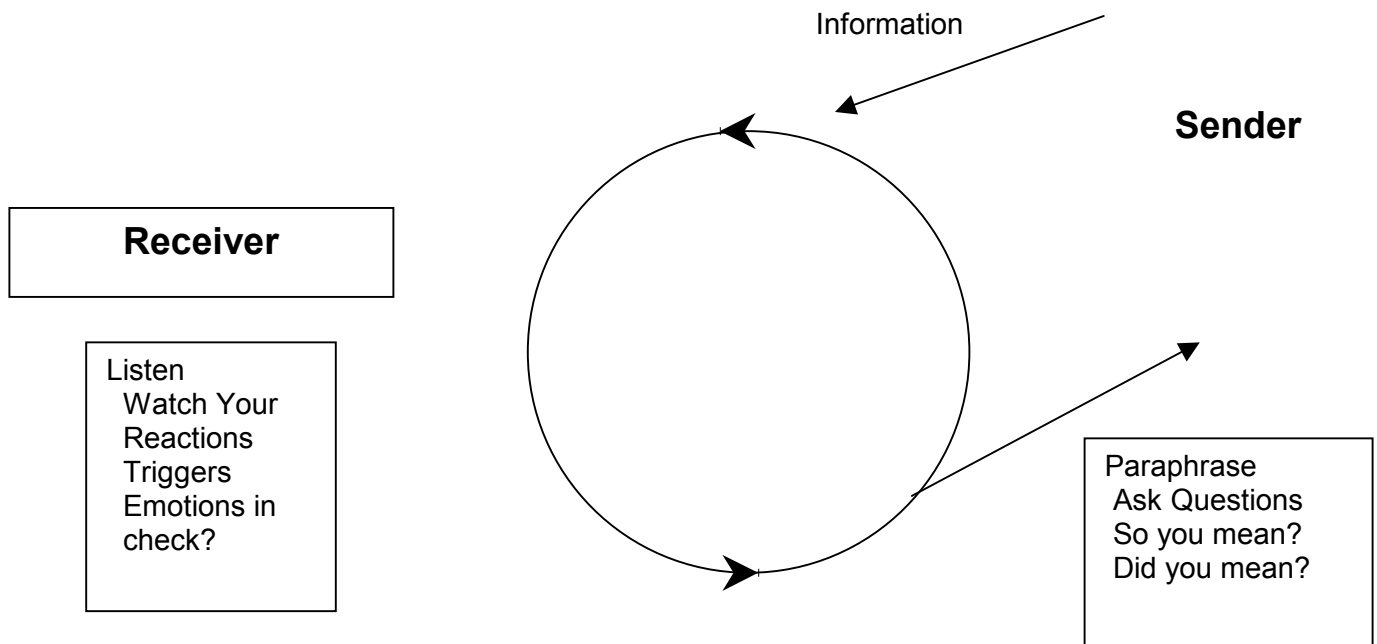
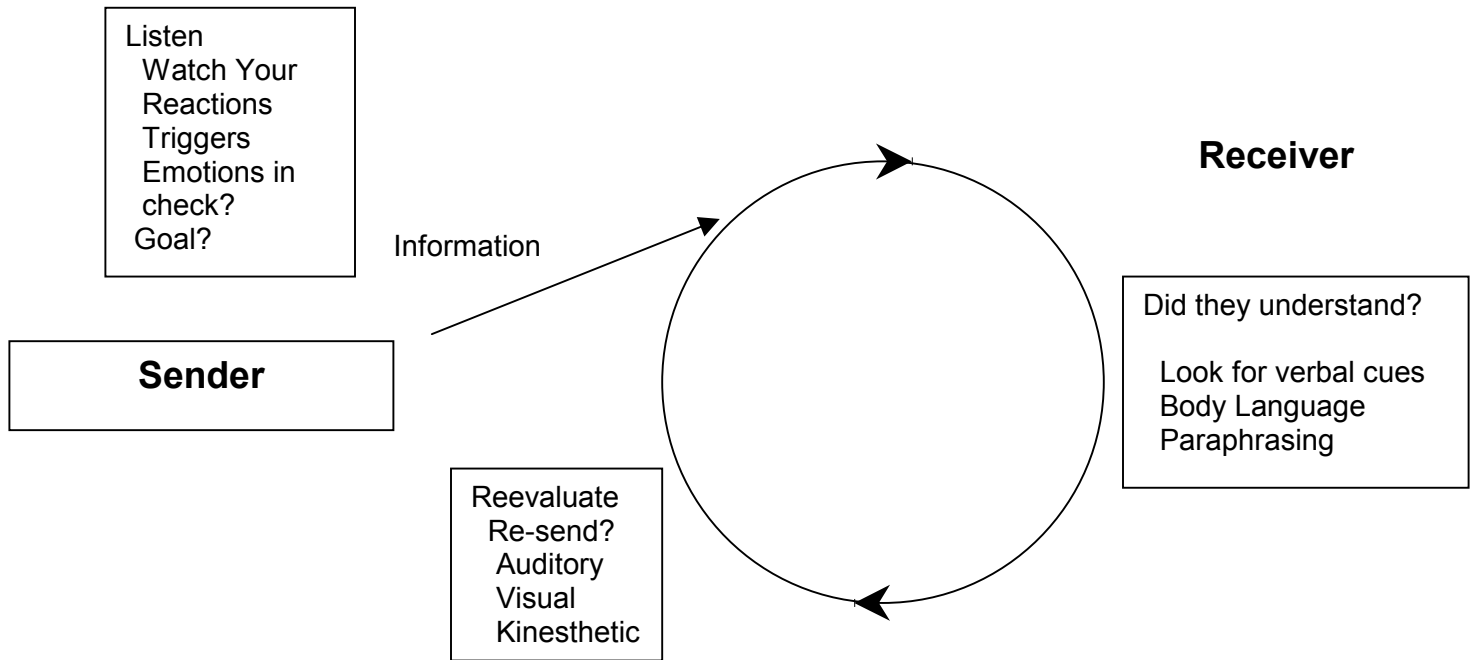
1. _____
2. _____
3. _____

What might THEIR negative driver be?

1. _____
2. _____
3. _____

How are you going to use this information to help your working relationship with them?

Communication Circle



Self Communication Assessment

Use this in your mind when you find yourself overreacting to something someone has said or done.

- 1) I am Feeling _____,
 - 2) Because when he/she _____,
(said/did)
 - 3) I thought it meant that I am _____,
-Negative belief about yourself-
(Bad, Not Loveable, Not Good Enough, etc.)
 - 4) What is true is that I am _____!
-Opposite of negative belief
- (What you really want to hear and what's true!)
-Repeat this often to yourself!

This tool works wonders when you notice you are taking something personally. It may be a friend that has said or done something, a co-worker or supervisor. This process will help you get out of the emotional reaction and think clearer.

Here's an example. Say you were to meet someone at a certain time, and they forgot. You might feel mad and think that you are unimportant because they forgot to meet you. So you would put your feelings in the first line, that they didn't show up in the second line, that you think you are "Unimportant" in the third line and the truth, that you are "Important" in the fourth line. Using this can help you to know to not take things so personally. It will also take a lot of the "charge" out of conflicts.

Paul is an expert in motivation, leadership, inspiration, self esteem building and organizational development. A 12 year veteran of the King County Sheriff's Department, Paul spent much of his career working with street gangs. Drawing on his experience he re-channeled his efforts and for the last 12 years has been working to positively impact the lives of people before law enforcement sees them. In his trainings, programs and keynote addresses, Paul provides the tools people need to ensure a brilliant and happy future.

Paul has presented at Society for Human Resource Management Chapters, Rotaries, and for numerous staff, managers, organizations and companies. He has over 25 years of experience in helping people better themselves. He presented his Seven Steps to Phenomenal Management to the largest HR conference ever in Asia. He has produced an audio CD on Compassionate Leadership, teaches Management Skills at North Seattle Community College, is a member of the American Management Association and has appeared on Radio Disney and the Today Show.

Paul is an award winning motivational speaker that specializes in helping people, and organizations, get the changes they want.

Gossip Prevention: Easy tools to reduce and eliminate this harmful habit.

Compassionate Leadership Training: Improving morale, productivity and revenue in a positive way.

Compassionate Leadership CD: Available at www.PeaceEnforcement.com Many tips on how to create this positive and effective work environment.

Seven Steps to Phenomenal Management Skills: Easy ways to improve your management skills of others, supportive, life changing, profit increasing and fun.

Team Building and Communication Skills: Enhancing your workplace by increasing efficiency and creating a positive work environment.

Approved through the Master Contract with the Department of Personnel:

Assertive Communication: Skills to promote speaking up for yourself in an appropriate and positive manner. Effective communication.

Emotional Intelligence: Ways to change behaviors in a positive way and tools to increase self awareness.

Interpersonal Communication Skills – 1 and 2 day: Improving personal communication skills and organizational effectiveness. Outcomes include increasing productivity, improving teamwork and greater customer / client satisfaction.

Interpersonal Conflict Management: Effective tools for managing, and preventing, conflict.

Language of Leadership Part 1: Enhancing Your Leadership Potential: Tools to explore the power and impact of language. Skill building to create effective, positive and empowering communication.

Language of Leadership Part 2: What Leaders Talk About: Skill building on the power of true, positive leadership. Tools to help you and your staff stay optimistic in a variety of everyday situations.

Mastering Change: Effective tools and strategies to help staff, managers and organizations move through change in a smooth, more productive, manner.

Building Confidence, Competence, & Credibility: Discover your skills and gain strength in your abilities in conflict management, goal setting and communication. A wonderful course for anyone.

Success Habits: Helping you develop positive habits that bring positive change, balance and quality to your life.

Paul Figueroa

PEACE ENFORCEMENT LLC

*Please take a minute to
share your experience
with us today.*

Olympia - Training Manager Presentation

DATE 9/22/2010

What did you like about Paul's presentation?

What was of value to you in this workshop and why?

Please check where appropriate.

I would like to hear a talk on:

☐ Gossip, Bullying or Violence Prevention

☐ Communication Skills

☐ Conflict Resolution – A Map to Solution

☐ Seven Steps to Phenomenal Management

☐ Other

Visit www.PeaceEnforcement.com for
information and dates on Trainings,
Workshops and Keynotes. STARS and
CEUs Available.

**I know an organization that would be interested in booking Paul for future speaking
engagements: (Please Print Clearly)**

Name of Organization: _____

Contact Name: _____ Phone: _____

Email: _____

Would you be willing to introduce Paul via email or phone call? ☐ Yes ☐ No

Name of Organization: _____

Contact Name: _____ Phone: _____

Email: _____

Would you be willing to introduce Paul via email or phone call? ☐ Yes ☐ No

YOUR NAME: _____

☐ Check if you'd like
to be contacted directly.

EMAIL: _____ PHONE: _____

For Paul's Electronic Newsletter – Please Print Clearly

☐ Check this box if you would not like your name or comments used in promotional material.

What did you learn today and what change(s) do plan to make: _____
